

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Non-Retail Sales Workers \(41-1012\)](#)
Associated Occupation: [First-Line Supervisors of Office and Administrative Support Workers \(43-1011\)](#)

[Compare Knowledge](#)
[Compare Skills](#)
[Compare Abilities](#)
[Compare Detailed Work Activities](#)
[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 85

Focus Occupation: First-Line Supervisors of Non-Retail Sales Workers (41-1012)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	16.7	14.9	<	Expanded education and/or training may be required
Administration and Management	8.4	14.6	13.4	0	Current knowledge level may be sufficient
Clerical	7.3	12.7	9.8	<<	Extensive education and/or training may be required
Personnel and Human Resources	5.6	10.6	12.4	>	Current knowledge level is likely sufficient
Economics and Accounting	4.4	9.0	13.3	>>	Current knowledge level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: First-Line Supervisors of Non-Retail Sales Workers (41-1012)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	14.6	12.2	<	A higher skill level may be required
Monitoring	9.9	13.6	13.6	0	Current skill level may be sufficient
Coordination	9.1	13.3	12.3	0	Current skill level may be sufficient
Social Perceptiveness	9.1	13.3	13.2	0	Current skill level may be sufficient
Time Management	8.9	12.5	12.5	0	Current skill level may be sufficient
Management of Personnel Resources	6.9	12.3	12.6	0	Current skill level may be sufficient

Negotiation	6.8	11.9	11.4	0	Current skill level may be sufficient
Learning Strategies	7.2	11.4	11.4	0	Current skill level may be sufficient
Persuasion	7.4	11.1	11.6	0	Current skill level may be sufficient
Management of Financial Resources	3.3	6.4	8.1	>	Skill level is likely sufficient
Management of Material Resources	3.7	6.2	8.1	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: First-Line Supervisors of Non-Retail Sales Workers (41-1012)

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Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	15.1	15.0	0	Current ability level may be sufficient
Speech Clarity	10.2	13.4	12.3	0	Current ability level may be sufficient
Speech Recognition	9.9	12.5	13.9	>	Current ability level is likely sufficient
Originality	7.6	10.7	10.7	0	Current ability level may be sufficient
Fluency of Ideas	7.6	10.0	11.0	>	Current ability level is likely sufficient
Memorization	5.6	7.2	6.2	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: First-Line Supervisors of Non-Retail Sales Workers (41-1012)

Associated Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Work Activities	Exclusivity of Activity
Assign work to staff or employees	30
Conduct or attend staff meetings	47
Conduct training for personnel	30
Consult with managerial or supervisory personnel	60
Develop budgets	56
Develop policies, procedures, methods, or standards	21
Dictate correspondence	85
Direct and coordinate activities of workers or staff	3
Evaluate information from employment interviews	72
Evaluate performance of employees or contract personnel	54
Explain rules, policies or regulations	48
Hire, discharge, transfer, or promote workers	47

Monitor worker performance	57
Order or purchase supplies, materials, or equipment	35
Oversee work progress to verify safety or conformance to standards	49
Plan or organize work	51
Prepare reports	8
Purchase office equipment or furniture	89
Recommend improvements to work methods or procedures	64
Recommend personnel actions, such as promotions, transfers, and dismissals	72
Recommend purchase or repair of furnishings or equipment	78
Requisition stock, materials, supplies or equipment	54
Resolve customer or public complaints	54
Resolve or assist workers to resolve work problems	72
Select software for clerical activities	85

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: n/a

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Tools and Technologies

Exclusivity

Tools and technology data is unavailable for one or both occupations.

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.